

**Recap of May 19, 2004, Meeting
Government Access and Information Committee
12:00pm Room 206 County/City Building**

Attendees: *Rod Armstrong, James Lamphere, Jim Langtry, Shannon Ideus, Trish Owen, Brian Pillard, Diane Gonzolas, Doug Thomas, Rita Dey, Terry Lowe*

Approval of Minutes,

There was a quorum this month and March and April meeting minutes were approved.

Statistics,

The problem we had last month with getting to the statistics page was because the name of the index page was changed. Doug sent out a corrected email with the new link to meeting members this month.

The number of web hits were down about 7% in April. There were 23 working days in March and were 22 working days in April which accounts for about 5% of the difference, taking this into account there was a 2% total reduction. Other contributing factors may have been the April 1 cut off for tax payments, so some of the people may have paid some of their taxes in March before the April 1st deadline. There were 7 ½ million total hits in April. User Sessions were down about 38,000. From 400,000 to 360,000 user sessions.

Multiprise,

The County Assessor was down about 53,000, the Register of Deeds was down about 15,000 and the County Treasurer was down 6,000. The entire mainframe platform was down about 75,000 hits. There was a total of 1.4 million hits in April on the mainframe.

IMS/Image Server,

The number of image hits are down about 150,000, of which 100,000 is related to the County Assessor and 7,000 of the remaining 42,000 is related to the Register of Deeds.

CJIS Platform,

Criminal Histories were at an all time high in April. They had an all time high of 4,500 up from 3,900 in the previous month.

CJIS hits were down about 10,000 in total. Accident reports were down 200 and Contractor hits were down about 2,000 as well.

ePayments

There was approximately \$117,000 collected in April, with net proceeds of approximately \$114,000. As indicated previously, every area was down except Criminal History Checks. Animal Control had 21 renewals as opposed to 34 in the prior month. There were over 400 parking tickets processed, about 800 Criminal Histories processed and about 150 water bills were paid.

If you look at the same quarter last year, some of ePayment modules and compare it to this quarters payments some of these modules have increased by 50%.

Cross Promotional Contracts,

Terry and Diane have been working with Mindy at 10/11 on their promotional script. They are working on the second version of the script and should be completed with this soon. Terry did send one more email today asking them to come to us for a snapshot of the homepage because, depending on what is going on, the page can look pretty unbalanced based on the middle box and we want to

make sure they get a good picture.

Bus Signs,

These should be completed today and there will be about a one week turn around before they will be put on the buses. There will be two signs inside the buses when you walk in and walk out and five variations that will be on the outside. StarTran is not charging us for putting the advertisement on the buses. We can use up to five buses as long as space is available. StarTran would like to have an inventory of five bus signs so that when there is space they can put one of the signs in. 50 will have two signs on the inside all the time and the rest is governed by the open space availability.

Secured Sign-on,

The coding of the Applicant Tracking System is just about complete and we will begin working on building the web component of it which will allow applicants to go online and apply for jobs. Part of this online application process is being able to sign onto the system and fill out your name and confidential PIN so that you can track your application but no one else can see it. We will extract some information out of the registration process and put it right into your application. There are a list of services that will be available for you to log in to. There will be a spot on the Homepage that says MyInterLinc Login. We are currently working on coding and testing the MyInterLinc secured sign on. Terry would like to have some other services like OASIS, Applicant Tracking, Service Requests, a moving address form change available before actually rolling out the MyInterLinc module. The Service Request portion will be voluntary for the County side however, most of the City departments are excited about this. The County is going to wait and see how it goes with the City before County agencies put their information on it. Doug will discuss the Service Request portion of MyInterLinc in more detail at a future management team meeting and he also plans on meeting with the City Council to discuss this. From Doug's standpoint, if you have a 30-day cycle time on requests/complaints from citizens and the director or the Mayor says this should really be a 15-day cycle time, we have the statistics to show it will probably help get funded positions if it will be to reduce the cycle time. Many cities of any size or developing sites such as this. There are several City officials pushing for this type of Service Request Center. If a citizen files a complaint, this secure type of sign-on will allow citizens to sign-on and follow the progress of their complaints. The Police Department does not want to receive certain types of complaints this way such as child abuse, drugs, etc. If you try to report this type of problem this way a message will come up saying "Please contact the Police Department at this number." The whole system will have keywords in it so you can do a search by keyword and at least get the correct contact phone number. This takes some of the guess work out of who to approach about your complaint or request for service. Until we can do a 311 service, this is the next best thing we can provide the citizen. There will be some information (document images), on the Register of Deeds site that you will not be able to see unless you sign onto MyInterLinc. This will be a free service but access will be granted via a registration process due to privacy issues related to some of the images on the site. Any person can register for a password to sign-on but this will give the Assessor a way to track who is looking at these images so if there is a identify theft of some type that does occur, they have a way of tracking who had access to the information.

Keyword Search,

The design was finalized last week and Terry and Chris added a couple of new features to it so it looks like all the programming and testing will be done in the next week. We will then be getting back together with the web assistants. We need to try to schedule a meeting with the web assistants so that we can show them how it works and we can train them on its use. The new method will be something like searching with Google. If you misspell something it will ask if you meant for it to be this? It will bring related keywords of the ones you want. It is database driven. You will be able

to put the url's you want in, a description, misspellings or synonyms. The purpose of keywords is to drive people to the pages we want them to go to. The web assistants will still be able to do this themselves and control it themselves, it is a self policing type of thing. There will be a priority on keywords. Priority #1 is who owns it. You can share that with another person but if someone else wants to use "police" the Priority #1 will always be at the top. If someone else wants to use it they will be listed in the results after the Priority #1 and they will need to get permission from the "owner" of the keyword to use it.

Web Advisory Committee.

The Web Advisory Committee has not met but there is an issue they need to discuss. As people order new letterhead they are going to gradually move from the ci.lincoln.ne.us to lincoln.ne.gov. The question then comes up on what people should use for their email as they reorder business cards. According to Rick, we have been offering people the option of keeping the ci.lincoln.ne.us or going to lincoln.ne.gov and most people are choosing to keep the ci.lincoln.ne.us. Right now both of them work and we are trying to encourage people to use lincoln.ne.gov however, if someone uses the ci.lincoln.ne.us email address it will still get to the recipient. What should be put in the City/County Directory? Doug and Terry felt it should be lincoln.ne.gov. The Mayor could say that the City employees will change their email address and the elected officials could mandate that county employees should change theirs. Everything that goes out in print is going to have the lincoln.ne.gov and Terry thinks the telephone book should match this. Diane can tell the Mayor that this committee would informally recommend that people start changing their business cards to show the email address of lincoln.ne.gov. Doug said we will never take the ci.lincoln.ne.us address away. Notes users have to go into their Notes accounts and change their return email address to show lincoln.ne.gov. Diane would like to have Sandy contact her about changing the return email address the needs to be changed inside of Notes.

Liking Policy.

Doug has posed this but has not received a response from anyone. Diane has not had a chance to work on this. David Jane should be able to get this information for Diane. Diane informed the committee that David is taking the summer off and Heather Bennet will be CIC's web person for June, July and August. David will be available for phone consultation.

Convenience Fees.

We are going through the process of getting the attorney's to agree on a non-disclosure statement for the Property Taxes, this is the only contract outstanding. The fees from property tax payment may increase substantially. They told us that the flat fee for property tax payments would go from \$30 to \$91. There is a new process with Wells Fargo we are going to use because Visa/MasterCard have a pilot project to do for taxes only vthat allows you to do it by percentage. We are in the middle of how to figure out how their tax group works and we will have to change some of our programming code. There are some advantage with this group because they process all four cards, they also have an IVR component. Terry Adams thinks they may get some of the smaller payments now that is it a percentage of the total and not a flat fee.

Next Meeting.

June 16, 2004